

### ABSTRACT OF THE DISCLOSURE

A method for accessing email attachments from a mobile vehicle is disclosed. The method enables the user to contact a call center, and receive  
5 email attachments in a mobile vehicle telematics control unit. The telematics control unit determines whether the email attachment is audio-only, or whether it includes video elements. The telematics control unit then routes audio-only attachments to an audio device, and attachments having video elements to a display screen.